



King County

**Department of Community and Human Services
Veterans and Human Services Levy**

**2013-2017 Levy Evaluation Implementation Plan
Addendum A – 2014 Activity Level Evaluation Templates**

Veterans and Human Services Levy

2014 Activity Level Evaluation Templates

Introduction and Overview

As with the 2005 VHS Levy, evaluation continues to be important to demonstrate the benefits the 2013-2017 Levy projects and activities provided to veterans their families and others in need in King County. The evaluation of this renewed Levy will:

- Inform the public and policy-makers of the impact of levy-funded activities on the overall goals and strategies of the levy.
- Measure performance of activities to assist the boards in their oversight of the levy investments.
- Provide County program managers with information to monitor and continually improve the quality of the levy activities they manage.

As part of our commitment and building on our experience with the previous levy, performance targets have been established for all activities funded in the 2013 through 2017 Levy and incorporated into contracts for levy activities. Agencies implementing levy activities are required to report on their performance at regular intervals. Their reports become the building blocks for the annual Performance Evaluation Report. This addendum is the update of all activity templates for 2015 based upon evolving changes during implementation in 2013-2013.

In order to expedite contracting, evaluation staff have worked closely with contractors and implementing departments to update a summary evaluation template for every activity implemented.. The templates identify the objectives, goals and performance measures to each activity. They also include a services description and how the activity meets King County Strategic Plan objectives. The draft activity evaluation templates follow:

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Strategy 1, Activity 1 King County Veterans Program

Objective: Overall: Improve the long-term stability of veterans and their families through outreach, shelter, financial assistance and case management.

Program Components:

- A. Outreach:** Increase access to veterans' services for those who might not otherwise engage in services as a first step in stability.
- B. Shelter:** Improve the stability of homelessness veterans by providing emergency and transitional housing as they transition to more permanent housing.
- C. Financial Assistance:** Increase the stability of households in financial crisis by providing funds to meet basic needs and overcome financial crisis.
- D. Case Management:** Increase the long-term stability of veterans and their families by assisting them to secure essential resources and overcome barriers to long-term self-sufficiency
- E. Electronic Client Records System:** Increase the quality of customer services and staff efficiency by improving client information tracking and sharing.

Agencies funded: King County Veterans Program, Compass Housing Alliance, and The Salvation Army-William Booth Center.

Service Description: The King County Veterans Program's expanded outreach through nine suburban service sites will be maintained. KCVP's enhanced case management services to ensure a more comprehensive approach to client services will also be continued. Financial assistance and contracted shelter services that were increased with the first levy will be maintained at their 2011 levels. KCVP's client information database that was developed during the first levy will be maintained and further improved through the new levy.

Changes Since Last Year: Program model revamped in 2013 to eliminate distinction between Basic and Case Managed clients. Performance measures revised to adjust to single client type. Three service teams instituted: Employment, Housing and Self-sufficiency. This will affect social worker assignments and client flow through the program.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 3.13: Prevention/Intervention for veterans and their families

Services start date: September, 2007

Allocations (2014): Veterans Levy \$2,435,000, **Human Services Levy** \$0
Does not include Veteran Employment Initiative funds.

PERFORMANCE MEASURES**Clients Included in Performance Reports:** All KCVP clients**2014 Reporting Requirements****Demographics:** On-going through VIBE database for KCVP, Report Card for contractors**Services:** On-going through VIBE database, Report Card for contractors **Outcomes:** On-going through VIBE database, Report Card for contractors**2014 Annual Project Evaluation and Program Managers Report:** January 31, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of persons contacted by KCVP (A)	1,899 (Jan. – June, 2013)	2,400	VIBE
	• Number of persons completing assessment (A)	720 (Jan. – June 2013)	1,200	VIBE
Stabilization/ Crisis Resolution	• Amount of financial assistance (C)	\$ 494,368 (Jan.-June, 2013 Levy & RCW)	\$ 550,000	VIBE
	• Number of clients receiving financial assistance (C)	1,202 (Jan.-June, 2013 Levy & RCW)	1,800	VIBE
	• Number of shelter bed nights (B)	4,415 (Jan.-June, 2013)	13,505	Report Card - Services
	• Number of veterans served at shelters (B)	220 (Jan.-June, 2013 Levy)	TBD	Report Card- Services
	• Percent of shelter clients moving to more stable housing (B)	44.9% (Jan.June, 2013)	50%	Report Card- Outcomes
Treatment/ Intervention	• Number of service contacts (D)	12,273 (Jan.-June 2013)	22,200	VIBE
	• Number of case plans created (D)	720 (Jan.-June 2013)	1,000	VIBE
	• Percent of clients who complete one or more case plan goals (D)	92.0% (Jan.-June, 2013)	80%	VIBE
	• Percent of clients who increase self-sufficiency (D)	78.8% (Jan.-June 2013)	88%	VIBE
System Resources/ Capacity Building	• Number and types of improvements made to VIBE (E)			IT Programmer's log

Strategy 1, Activity 2.A

Enhanced Outreach to Women Veterans and Veterans of Color

Objective: Provide opportunity for vulnerable veterans who may not otherwise engage in services to increase their stability and self-sufficiency by connecting them with essential resources.

Agencies funded: Therapeutic Health Services and El Centro de la Raza.

Service Description: Maintain and improve two programs that outreach to underserved veteran communities of color and women veterans to ensure that they are linked to veteran's benefits, services and other resources in a culturally appropriate manner. Each program targets a different underserved population—women, African-Americans, and Latinos. The programs identify and outreach to veterans in their target group. They assess participants and seek to engage them in services through referrals to appropriate and effective services.

Changes Since Last Year: There was an RFP for this work in 2013. Two applicants were selected to continue this work – Therapeutic Health Services and El Centro de la Raza. Contract negotiations may result in different performance measures.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12: Outreach, assessment and engagement for veterans and their families

Services start date: October 2010

Allocations (2014): Veterans Levy \$300,000, **Human Services Levy** \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: January 31, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of clients contacted	1,017 (Jan-Dec 2013)	410	Report Card - Services
	• Number of clients assessed and engaged	No data	335	Report Card - Services
	• Number of clients applying for benefits/services	No data	170	Report Card - Services
	• Number of clients who received benefits or services after referral	902 (Jan-Dec 2013)	90	Report Card – Outcome
	• Number of clients receiving follow-up contacts	No data	170	Report Card – Services
	• Number of monthly meetings with other outreach agency	No data	12	Report Card - Services

Strategy 1, Activity 2.B Veteran Information and Referral

Objective: Improve veterans' and their family members' ability to find and access needed services by linking them quickly and efficiently to needed services.

Agencies funded: Washington State Department of Veterans Affairs (WDVA)

Service Description: Maintain a call-in telephone resource uniquely dedicated to veterans and veterans' services. Develop other emerging communication technologies to improve service access for veterans and their family members.

Changes Since Last Year: There have been no significant changes over the past year.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCVP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12: Outreach, assessment and engagement for veterans and their families

Services start date: September 2010

Allocations (2014): Veterans Levy \$100,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Services: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of persons (calls) using the veterans' information and referral source	585 (Jan-Sept. 2013)	900	Report Card – Services
	• Number of persons receiving referrals to services	543 (Jan-Sept. 2013)	850	Report Card – Services
	• Number of clients applying for and/or receiving services after referral	571 (Jan-Sept. 2013)	800	Report Card – Services
	• Percent of clients reporting that they are satisfied with information and referral services provided	97% (Jan-June 2013)	95%	Report Card - Outcomes

Strategy 1, Activity 2.C Homeless Veteran Street Outreach (Homeless Veterans Reintegration)

Objective: Improve the lives of vulnerable, homeless veterans by helping them attain and maintain stable lives through linkage to needed support services.

Agencies funded: Washington State Department of Veterans Affairs (WDVA)

Service Description: The Homeless Veterans Reintegration Project, the single project funded under this activity, assists in linking eligible homeless veterans and military personnel to needed housing, employment and support services. Veterans Reintegration Services Managers conduct outreach to homeless sheltered veterans, confirm their eligibility and assess their service needs. The managers then refer and link clients to needed benefits, housing, employment, and treatment services.

Changes Since Last Year: There have been no significant changes over the past year.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12: Outreach, assessment and engagement for veterans and their families

Services start date: April 2007

Allocations (2014): Veterans Levy \$84,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Services: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of veterans contacted through outreach	136 (Jan-Sept 2013)	160	Report Card – Services
	• Number of veterans completing assessment	107 (Jan-Sept 2013)	120	Report Card – Services

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Stabilization/ Crisis Resolution	<ul style="list-style-type: none"> • Number of veterans who are housed • Number of veterans who are successfully connected with benefits and/or services 	<p>47 (Jan-Sept 2013)</p> <p>53 of 63 (84%) (Jan-June 2013)</p>	<p>44</p> <p>80%</p>	<p>Report Card – Services</p> <p>Report Card - Outcomes</p>

Strategy 1, Activity 3 Veterans Employment and Training (Veterans Conservation Corps)

Objective: Improve veterans' transition from a military career to a civilian career by helping them prepare for and secure employment.

Agencies funded: Washington State Department of Veterans Affairs

Service Description: Levy funds will be used to continue the Veterans Corps. This program provides job placement, employer training, and individual training services for eligible veterans and other military personnel in King County. The program offers training, education, internship and apprenticeship opportunities for veterans. There is also an emphasis on improving connections with employers to encourage the recruitment and hiring of recently returning veterans.

Changes Since Last Year: There have been no significant changes over the past year.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. KCSP Objective EGBE 1.b: Support workforce development programs for adults and youth. Product Catalog 3.5: Employment, education, job placement, and referral to job training services

Services start date: 2013

Allocations (2014): Veterans Levy \$125,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Services: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of veterans contacted by programs	152 (Jan-Sept 2013)	120	Report Card – Service
	• Number of veterans completing assessment	114 (Jan-Sept 2013)	108	Report Card - Service

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Treatment/ Intervention	• Number of veterans placed in education or training programs	34 (Jan-Sept 2013)	26	Report Card – Service
	• Number of veterans placed in jobs,	38 (Jan-Sept, 2013)	26	Report Card – Service
	• Number of veterans placed in jobs or education or training programs	No data	40	Report Card – Service
	• Number of veterans placed in jobs or education or training programs that are OIF, OEF, or ONE	37 of 69 (54%) retained jobs for 12 months (Jan-June 2013)	20	Report Card – Service
	• Number of clients completing training program or achieving credential		80%	Report Card - Outcomes
	• Percent of clients retaining employment for 90 days		80%	

Strategy 1, Activity 4.A Contracted Post Traumatic Stress Disorder

Objective: Increase the stability of veterans and their family members who are impacted by PTSD by providing treatment to overcome the effects of military service.

Agencies funded: Washington State Department of Veterans Affairs (WDVA)

Service Description: Levy funding is used to maintain the existing system of PTSD treatment providers that was expanded during the first levy. The system will be further expanded beginning in 2016 to accommodate the influx of returning OIF/OEF veterans.

Changes Since Last Year: Program returned to normal funding levels now that \$50,000 one-time funding for fourth quarter 2013 has expired.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.30.6: Post traumatic stress disorder (PTSD), traumatic brain injury (TBI), or military sexual trauma (MST) treatment services

Services start date: April 2007

Allocations (2014): Veterans Levy \$400,000, **Human Services Levy** \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Services: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Treatment/ Intervention	• Number of clients receiving Levy-funded PTSD treatment	306 (Jan-Dec, 2013)	260	Report Card – Services
	• Number of hours of PTSD counseling provided	3,543 (Jan-Dec 2013)	2600	Report Card – Services
	• Hours of community education and professional training provided	117.5 (Jan-Dec 2013)	100	Report Card – Services
	• Percent of clients demonstrating reduced impacts of PTSD	90% (Jan-Dec 2013)	90%	Report Card - Outcomes

Strategy 1, Activity 4.B Military Sexual Trauma Planning

Objective: Increase the stability of veterans and their family members who are impacted by Military Sexual Trauma by providing intervention and treatment to overcome the effects.

Agencies funded: Washington State Department of Veterans Affairs (WDVA)

Service Description: Initially, Levy funding will be used to develop a set of recommendations for addressing issues of Military Sexual Trauma in King County. This includes a budget and timeline for establishing a workgroup to identify the best application of MST resources.

Changes Since Last Year: This program did not exist last year.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.30.6: Post traumatic stress disorder (PTSD), traumatic brain injury (TBI), or military sexual trauma (MST) treatment services

Services start date: 2014

Allocations (2014): Veterans Levy \$26,000, **Human Services Levy** \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Services: July 15, 2014

2014 Annual Project Evaluation and Program Managers Report: July 15, 2014

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
System Resources/ Capacity Building	• Procedure, budget and timeline for establishing workgroup	No Data	Completed by June 30, 2014	Report Card – Services
	• List of names and affiliations of workgroup members and meeting schedule	No Data	Completed by June 30, 2014	Report Card – Services
	• Final approved report of findings and recommendations for addressing MST	No Data	Completed by June 30, 2014	Report Card - Services

Strategy 1, Activity 5.A Veterans Incarcerated Program

Objective: Increase incarcerated veterans' ability to overcome factors contributing to jail use and promote long term health and stability upon release by securing needed housing, employment and treatment services to support released veterans in the community.

Agencies funded: MHCADSD (subcontracted to Washington State Department of Veterans Affairs (WDVA))

Service Description: This program identifies, assesses, advocates for, and case manages eligible veterans and other military personnel, who are incarcerated or at risk of incarceration within the King County Corrections system and municipal jails. Program counselors in-reach to the jail system and identify veterans. Veterans who are eligible are provided with case management that will help them transition from the judicial system directly to stable housing and other resources such as housing, employment and treatment services that will stabilize the veteran in the community and avoid recidivism.

Changes Since Last Year: Program transferred to Mental Health, Chemical Abuse and Dependency Services Division mid-2013. Linkages with Veterans Court were strengthened and mental health assessment procedures improved. The new model was created for transition planning.

Primary Levy Goal: Reduce unnecessary criminal justice and medical system involvement

King County Strategic Plan area / Product Catalog: KCSP Objective JS 3.d: Provide alternatives to secure detention to appropriate offenders. Product Catalog 1.12.3: Assessment, guidance and referral services for incarcerated veterans

Services start date: April 2007

Allocations (2014): Veterans Levy \$190,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy and RCW funded clients

NOTE: Calculations on Levy-funded clients and services will be based on the ratio of Levy funding to total project funding (Levy + RCW).

2014 Reporting Requirements

Demographics: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Services: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> Number of veterans screened 	98 (Jan-June 2013)	360	Report Card - Services
Stabilization/ Crisis Resolution	<ul style="list-style-type: none"> Number of veterans enrolled in program 	69 (Jan-June 2013)	155	Report Card – Services
	<ul style="list-style-type: none"> Number of contacts with enrolled veterans 	132 (Jan-June 2013)	310	Report Card – Services
	<ul style="list-style-type: none"> Number of referrals to treatment, mental health or substance abuse services 	NA	120	Report Card – Services
	<ul style="list-style-type: none"> Number of successful referrals where clients engage in treatment, mental health or substance abuse services 	NA	90% (108)	Report Card – Services
	<ul style="list-style-type: none"> Number of referrals to education, employment or training resources 	NA	90	Report Card – Services
	<ul style="list-style-type: none"> Number of successful referrals where clients engage in education, employment or training resources services 	NA	95% (85)	Report Card – Services
	<ul style="list-style-type: none"> Number of referrals to housing 	NA	124	Report Card - Services
	<ul style="list-style-type: none"> Number of successful placements in housing 	NA	80% (99)	Report Card - Services

Strategy 1, Activity 5.B Veterans Legal Assistance Program

Objective: Increase ability of at-risk or homeless veterans and their family members to resolve legal issues by reducing barriers to civil legal assistance.

Agencies funded: Northwest Justice Project

Service Description: Levy funding will continue to support the Veterans Project at the Northwest Justice Project (NJP) to work with homeless and low income veterans to address their civil legal needs that prevent them from obtaining stable employment, income and housing; develop materials for legal advocates to work effectively with veterans; educate veteran non-legal service providers on legal referrals available; and work with volunteer attorneys and law students to increase capacity to take veteran cases.

Changes Since Last Year: There have been no significant changes over the past year.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.13.2: Legal assistance to veterans and their families

Services start date: September 2010

Allocations (2014): Veterans Levy \$20,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Services: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of persons assessed for level of legal assistance needed	264 (Jan-June 2013)	200	Report Card – Services
	• Number of cases referred to other appropriate social services, legal aid services, pro bono attorneys	185 (Jan-June 2013)	150	Report Card – Services
Stabilization/ Crisis Resolution	• Number of civil legal cases successfully resolved	61 (Jan-June 2013)	70	Report Card - Outcomes

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
System Resources/ Capacity Building	<ul style="list-style-type: none"> Number of trainings to attorneys and case managers 	4 (Jan-June 2013)	4	Report Card – Services

Strategy 1, Activity 5.C

Emerging Programs for Justice Involved Veterans – Veterans Court

Objective: Reduce the extensive use of judicial system by diverting veterans from the criminal justice system into the treatment and services they need.

Agencies funded: Washington State Department of Veterans Affairs

Service Description: Levy funding in 2013 was used to develop the veterans' court to divert veterans who have mental health issues or similar problems into treatment. The project was found effective during its 2013 pilot phase and is continuing.

Changes Since Last Year: Program assigned to Mental Health, Chemical Abuse and Dependency Services Division. Program moved from pilot to full implementation in 2014.

Primary Levy Goal: Reduce unnecessary criminal justice and medical system involvement

King County Strategic Plan area / Product Catalog: KCSP Objective JS 3.d: Provide alternatives to secure detention to appropriate offenders. Product Catalog 1.13.2: Legal assistance to veterans and their families. Product Catalog 1.30: Mental health treatment services for persons with severe and persistent mental illness or serious emotional disturbance

Services start date: 2013

Allocations (2014): Veterans Levy \$150,000, **Human Services Levy** \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Services: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> Number of veterans screened 	No data	120	Report Card – Services

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Treatment/ Intervention	• Number of veterans opting in Veterans Court	No Data	30	Report Card – Services
	• Number of US Department of Veterans Affairs (VA) eligible veterans who are accessing needed services from the VA	No Data	15	Report Card - Services
	• Number of eligible veterans screened for trauma and referred as appropriate	No Data	120	Report Card – Services
	• Number of eligible veterans who are homeless screened for housing needs and referred to housing resources	No Data	30	Report Card – Services
	• Number of eligible veterans screened for MH, SA and primary health care needs and referred as appropriate	No Data	30	Report Card – Services
System Resources/ Capacity Building	• Development and coordination of King County Veterans Justice Outreach initiative	No data	Veterans Justice Outreach Coordinator hired	Customized Management Report
	• Creation of the Regional Veterans Court Manual (including Participant Handbook)	No Data	Manual and Handbook produced	Customized Management Report
	• Number of presentations/ trainings conducted by the Veterans Justice Coordinator (community outreach/ education)	No Data	10	Customized Management Report
	• Number of criminal justice partners adding the Levy US Military screening question to intake (and sharing data with County)	No Data	5	Customized Management Report

Strategy 1, Activity 6.A Military Family Outreach (National Guard and Reserve Family Programs Support)

Objective: Increase the stability of U.S. National Guard and Reserves members and their families by facilitating access to needed support services.

Agencies funded: Washington State Department of Veterans Affairs (WDVA)

Service Description: Levy funding will continue support for the Military Family Outreach project that was established through the last levy. This project's outreaches to National Guard and Reserve families that may need support when family members are deployed. The Military Family Outreach Specialists assess families for need and seek to connect them to the help they need to prevent future family instability and homelessness.

Changes Since Last Year: No significant changes from last year. The outreach program now goes under the name of National Guard and Reserve Family Programs Support.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12.2: Assessment and referral services for homeless households or households at risk of homelessness.

Services start date: September 2009

Allocations (2014): Veterans Levy \$174,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Services: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of households contacted	234 (Jan-Dec 2013)	80	Report Card – Services
	• Number of households contacted pre-deployment	No data	60	Report Card - Services
	• Number of households contacted during deployment	No data	0	Report Card- Services
	• Number of households contacted post-deployment	No data	75	Report Card - Services
	• Number of dependents contacted	59 (Jan – Dec 2013)	40	Report Card - Services
	• Number of individuals completing self-sufficiency assessment	305 (Jan-Dec 2013)		Report Card - Services
Stabilization/ Crisis Resolution	• Number of individuals receiving referrals	190 (Jan-Dec. 2010)	60	Report Card – Services
	• Number of referrals made	No data	120	Report Card – Services
	• Number of referrals resulting in successful connection to services	No data	60	Report – Card Services
	• Percent of those measured on the outcome that will demonstrate fewer needs and increased stability within six months after receiving benefits or services	95 and 75% (Sept 2009 – Sept 2010)	75%	Report Card - Outcomes

Strategy 1, Activity 6.B Military Family Counseling

Objective: Increase the ability of military and veteran households to be healthy and nurturing through appropriate mental health services to overcome the negative effects of military service.

Agencies funded: Washington State Department of Veterans Affairs

Service Description: This is a new set of projects to increase support to military families before, during and after deployment. Funds will support family centered counseling to military and veteran households to promote health and nurturing families with particular focus on prevention of domestic violence and promoting family stability. Funds may also be used to support implementation of the Military Kids Curriculum.

Changes Since Last Year: This is the first year of the program.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12.2: Assessment and referral services for homeless households or households at risk of homelessness

Services start date: 2014

Allocations (2014): Veterans Levy \$100,000 Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Services: April 30, 2014, July 31, 2014, October 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Treatment/ Intervention	• Unduplicated number of clients enrolled	No data	60	Report Card – Services
	• Unduplicated number of families in which at least one member is enrolled	No data	45	Report Card – Services
	• Number of hours of Military Family Counseling provided	No data	340	Report Card – Services
	• Percent of clients demonstrating reduced direct and inter-generational impacts of pre-deployment, deployment and post-deployment	No data	75%	Report Card - Outcomes
System Resources/ Capacity Building	• Number of planning hours (to prepare program for implementation)	No data	30	Report Card - Services

Strategy 2, Activity 1.A Homeless Street Outreach

Objective: Reduce the inappropriate use of expensive services and overcome isolation for Seattle's high utilizers and chronically homeless persons through outreach and connections with needed services and resources.

Agencies Funded: Public Health - Seattle & King County, Evergreen Treatment Services - REACH Project

Service Description: Reduce the inappropriate use of expensive services and overcome isolation for Seattle's high utilizers and chronically homeless person through outreach and connections with needed services and resources. Link high utilizers and chronically homeless substance abusers in Seattle to health services, engagement programs and housing placements through the REACH outreach team.

Changes Since Last Year: Program has increased focus on linking clients to health services.

Primary Levy Goal: Reduce unnecessary criminal justice and medical system involvement

King County Strategic Plan Area / Product Catalog: KCSP Objective JS3d: Provide alternatives to secure detention to appropriate offenders. Product Catalog 1.12: Outreach, assessment and engagement of the mentally ill and homeless.

Services Start Date: January 2009

Allocations (2014): Veterans Levy \$86,000 Humans Services Levy \$190,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 6 months 2013	2014 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> Unduplicated clients engaged in outreach or CM services 	157	380	Report Card – Services Report Card – Services
Stabilization/ Crisis Resolution	<ul style="list-style-type: none"> Clients moved into permanent housing. Clients improving/ maintaining their housing situation 	47 90%	80 50%	Report Card – Services Report Card – Outcomes

Objectives	Service Outputs/ Measures	Most Recent Performance 6 months 2013	2014 Target(s)	Data Source
Treatment/ Intervention	• Clients enrolled in treatment/intervention/services	No Data	140	Report Card – Services
	• Clients obtaining or maintaining health coverage	No Data	225	Report Card – Services
	• Clients receiving one or more health services	No Data	230	Report Card – Outcomes

Strategy 2, Activity 1.B

Sobering Center and Emergency Service Patrol

Objective: Link high utilizers and chronically homeless substance abusers in Seattle to engagement programs and housing placements to reduce homelessness and excessive use of expensive services.

Agencies Funded: MHCADSD Pioneer Human Services – Dutch Shisler Sobering Center; King County Emergency Services Patrol

Service Description: This activity combines a number of Seattle-based activities working with high utilizers/chronically homeless individuals who are involved with substance abuse treatment or who are connected through outreach services. A portion of the levy-funded services include:

- King County Emergency Services Patrol, which picks up intoxicated people from downtown streets and transports them to services.
- Dutch Shisler Sobering Support Center, which provides a safe place to sleep off the effects of intoxication.
- Client Care Coordination, which brings together a variety of outreach and social services workers to coordinate care for high-utilizing homeless clients.

Changes Since Last Year: No changes since last year.

Primary Levy Goal: Reduce unnecessary criminal justice and medical system involvement

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services Product Catalog 1.12: Outreach, assessment and engagement of the mentally ill and homeless.

Services Start Date: June 2008

Allocations (2014): Veterans Levy \$45,000 Humans Services Levy \$100,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of persons contacted	5,294	5,000	Report Card - Services
	• Clients transported to the Sobering Center	3,244	3,600	Report Card – Services
	• Clients connected with supportive services	2,688 (82.9%)	95%	Report Card – Outcomes

Strategy 2, Activity 1.C Mobile Medical Outreach

Objective: Improve the health status and housing situations of rural persons who are homeless by engaging them in stability services while simultaneously providing them with primary health care through medical outreach and engagement in South King County.

Agencies Funded: Public Health - Seattle & King County Health Care for the Homeless

Service Description: The program's mobile medical van holds regular clinics in Federal Way, Kent, Renton, Tukwila and Auburn. Walk-in services include primary and preventive medical care, clinical assessment for mental health and chemical dependency treatment, dental care, and help navigating medical and disability benefits programs and other safety net health and social services systems. Immediately following a visit with a program doctor or dentist, program clients are introduced to a team member who can help establish a connection to a local community health center for follow-up and ongoing primary care.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.12: Outreach, assessment and engagement of the mentally ill and homeless.

Services Start Date: November 2008

Allocations (2014): Veterans Levy \$90,000 Humans Services Levy \$210,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 6 months 2013	2014 Target(s)	Data Source
Engagement/ Assessment	• Unduplicated clients receiving services through the mobile medical van	504	700	Report Card – Services
	• Total visits for medical care or psychiatric social worker	827	1150	Report Card – Services
	• Clients linked to MH treatment	38% of those assessed	40% of those assessed	Report Card – Outcomes
Treatment/ Intervention	• Clients linked to medical benefits such as Medicaid, ADATSA, or other	60 (32% of clients assisted by medical case manager)	40% of clients assisted by medical benefits case manager	Report Card – Outcomes

Strategy 2, Activity 1.D South King County Homeless Outreach

Objective: Increase the housing stability and improve the health of long-term homeless persons by outreach that engages them in services and provides access to the resources they need.

Agencies Funded: Sound Mental Health

Service Description: Engage rural persons who are homeless in essential stability services while simultaneously providing them with primary health care through medical outreach and engagement in South King County. The PATH outreach team seeks and engages homeless adults in South King County, with a priority on those who are homeless for a long time and may have mental health, substance abuse, and other problems. This project now provides direct referral to community clinics.

Outreach is particularly important, because those who have been chronically homeless, especially those with serious disabling conditions and/or long term homelessness often have difficulty finding or accepting the services and care they need. Outreach workers engage people who are homeless, slowly gain their trust, and support them in accessing the services and housing they need.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.12: Outreach, assessment and engagement of the mentally ill and homeless.

Services Start Date: October 2007

Allocations (2014): Veterans Levy \$15,000 Humans Services Levy \$65,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance first 6 months 2013	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of clients contacted	1163	200	Report Card – Services
	• Clients engaged	71	125	Report Card – Services
	• Number of engaged clients successfully linked with either services or benefits	60 (50% of those engaged)	75% achieved at least one	Report Card – Outcomes
	<ul style="list-style-type: none"> • Enrolled in primary health care; • Enrolled in chemical dependency treatment; • Enrolled in mental health treatment; and • Increased their income • Improved their housing stability; 			

Strategy 2, Activity 2

Capital Funds for Permanent Housing

Objective: Increase the number of permanent housing units available to serve homeless individuals by providing capital funds to create new units of affordable housing.

Agencies Funded: Archdiocesan Housing Authority, Catholic Community Services, Community Housing Mental Health Agency, Compass Center, Downtown Emergency Service Center, Foundation for the Challenge, Friends of Youth, Highline West Seattle Mental Health, Low Income Housing Institute, Plymouth Housing Group, Sound Mental Health, St. Andrew's Housing Group, Valley Cities Counseling and Consultation, Vashon HouseHold, YWCA of Seattle-King-Snohomish Counties.

Service Description: This activity provides capital funding for increasing the affordable housing stock specifically to create housing that serves veterans in need and their families, who are struggling with or at risk for mental illness, health problems, PTSD, unstable housing or homelessness, and underemployment; individuals and families who have experienced long-term homelessness and are frequent users of emergency services, jails, and other institutions; individuals who have been recently released from prison or jail and who are striving to maintain their family or re-unite with children or other family members; and families and children at risk of homelessness and involvement with justice, child welfare, and other systems.

Changes Since Last Year: The program will have less funding in 2014 since the \$2.3 million in one-time housing support funding provided in 2013 is no longer available.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective EGBE3a: Shape a built environment that allows communities to flourish. Product Catalog 2.2.1: Low-income housing capital.

Services Start Date: Fall 2007

Allocations (2014): Veterans Levy \$625,000 Humans Services Levy \$700,000

PERFORMANCE MEASURES

Capital Projects Included in Performance Reports: All Levy funding permanent housing projects

2014 Reporting Requirements

Services July 31, 2014 and Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
System Resources/ Capacity Building	• Veterans' units funded	19	TBD	Internal HCD reporting
	• Human services units funded	8	TBD	

Strategy 2, Activity 3 Housing Stability Program

Objective: Ensure that persons at-risk of homelessness are able to maintain housing by providing support services or resources necessary that overcome threats to housing stability.

Agencies Funded: Solid Ground (lead agency), which partners with Hopelink, Catholic Community Services, Friends of Youth, YWCA – SeaTac, Valley Cities, Multi-Service Center, Senior Services, Vashon Youth and Family Services, First Place, Neighborhood House, Salvation Army – Seattle, YWCA – Seattle, Crisis Clinic/Community Info Line.

Service Description: The HSP provides emergency financial assistance for veterans and others (low-income renters and homeowners (under 80 percent of area median income)) in response to short-term crises that prevent them from making timely payment of their rent or mortgage. The HSP serves households who are at risk of losing their housing, or who have their own lease pending but need assistance with move-in costs.

Changes Since Last Year: Twenty-five percent reduction in Levy funding since 2013.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP4c: Join with local and regional partners to prevent and reduce homelessness for families and individuals. Product Catalog 1.18: Prevention/Intervention for low-income households at risk of homelessness.

Services Start Date: May 2008

Allocations (2014): Veterans Levy \$300,000 Humans Services levy \$300,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance First six months 2013	2014 Target(s)	Data Source
Stabilization/ Crisis Resolution	• Number of unduplicated non-Veteran Households assisted	125	250	Report Card – Services
	• Number of unduplicated veterans households assisted	106	210	Report Card – Services
	• All households retaining housing at 6 months following initial stabilization	91%	90%	Report Card – Outcomes
	• All households retaining housing at 1 year following initial stabilization	90%	90%	Report Card – Outcomes

Strategy 2, Activity 4.A Housing Health Outreach Team

Objective: Improve the ability of formerly homeless individuals to retain permanent housing by providing comprehensive on-site services and connection to health and community resources that overcome personal challenges and threats to their ability to maintain housing.

Agencies Funded: Neighborcare Health; HealthPoint (Subcontracted through SKCPH)

Service Description: The Housing Health Outreach Team (HHOT) provides health care linkages and support to homeless and formerly homeless clients living in permanent supportive housing sites in Seattle and South King County. The team of medical, mental health, and chemical dependency providers help clients establish a regular health care regimen, rather than relying on costly emergency care.

Changes Since Last Year: The number of buildings served has increased as well as nurses. The number of mental health providers have not.

Primary Levy Goal: Reduce unnecessary criminal justice and medical system involvement

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.12: Outreach, assessment and engagement of the mentally ill and homeless.

Services Start Date: May 2007 in Seattle; June 2008 in South King County

Allocations (2014): Veterans Levy \$75,000 Humans Services Levy \$165,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2012	2014 Target(s)	Data Source
Treatment/ Intervention	• Unduplicated clients enrolled and engaged in services	762	700	Report Card – Services
	• Clients linked to primary care	290	280	Report Card – Services
		276	260	

Objectives	Service Outputs/ Measures	Most Recent Performance 2012	2014 Target(s)	Data Source
	<ul style="list-style-type: none"> • Clients engaged in MH/CD services • Clients self-manage chronic condition • Increase housing stability (retention at 1 year) 	<p>491</p> <p>91%</p>	<p>315</p> <p>90%</p>	<p>Report Card – Services</p> <p>Report Card – Outcomes</p>

Strategy 2, Activity 4.B On-site Support Services

Objective: Improve the ability of formerly homeless people to retain permanent housing by providing comprehensive on-site services and connections to community resources that overcome personal challenges and threats to their ability to maintain housing.

Agencies Funded: Evergreen Treatment Services, Valley Cities Counseling and Consultation, Downtown Emergency Service Center, Low Income Housing Institute, Sound Mental Health (McDermott Place), Eastside Interfaith Social Concerns Council, Plymouth Housing Group, Compass Center, Archdiocesan Housing Authority, St. Andrew's Housing Group

Service Description: This activity provides funds for support services and operating costs for limited housing for formerly homeless households. Supportive services may include case management and advocacy, engagement and outreach, housing support and life skills training, employment counseling, job search assistance, education and training, money management and credit repair, domestic violence and sexual assault support, mental health and substance abuse counseling, legal assistance, children's services, and interpreter services. The program serves veterans and their families in need, homeless and chronically homeless individuals, individuals who have recently been released from jail who are striving to maintain or re-unite with their family, families and children who are homeless or at risk of homelessness with involvement with justice, child welfare and other systems, homeless youth and young adults.

Changes since Last Year: The program will have less funding in 2014 since the \$275,000 in one-time housing support funding provided in 2013 is no longer available. In 2014, a special allocation of \$544,000 in supplemental Levy funds was allocated to this strategy for capital and services for homeless youth, young adults.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP4c: Join with local and regional partners to prevent and reduce homelessness for families and individuals. Product Catalog 1.10: Housing support services to people in permanent housing.

Services Start Date: January 2008 (earliest, varies by contract)

Allocations (2014): Veterans Levy \$340,000 Humans Services Levy \$815,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/	Most Recent	2014	Data Source
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	Measures	Performance 2013	Target(s)	
Treatment/ Intervention	• Total households served	678	TBD	Report Card – Services
	• Case management hours	15,800	TBD	Report Card – Services
	• Increase housing stability (retention at 1 year)	No Data	TBD	HHSF Outcomes Report

Objectives For Supplemental Funds	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Treatment/ Intervention	• Total YYA served	N/A	TBD	Report Card – Services
	• # of YYA Housing Units funded	N/A	TBD	Report Card – Services
	• # of YYA transitioning to a permanent housing solution	No Data	TBD	HHSF Outcomes Report

Strategy 2, Activity 4.B

Outreach and Support Services for Commercially Sexually Exploited Youth and Young Adults

Objective: Increase the housing stability and improve the health and safety of commercially sexually exploited youth and young adults by outreach that engages them in services and provides shelter and support services the need.

Agencies Funded: YouthCare

Service Description: Outreach and engagement of homeless youth and young adults who are being commercially sexually exploited in order to connect with safe housing and support to regain their independence and begin a pathway towards stability. This activity provides funds for outreach, support services and operating costs for transitional housing. Supportive services may include case management and advocacy, engagement and outreach, housing support and life skills training. The program serves homeless youth and young adults engaged in commercial sex trades.

Changes Since Last Year: A new program funded in 2014.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP4c: Join with local and regional partners to prevent and reduce homelessness for families and individuals.

Services Start Date: January 2014

Allocations (2014 Supplemental) Human Services Levy \$100,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Outreach/Engagement Treatment /Intervention	<ul style="list-style-type: none"> • Number clients engaged in services through outreach 	n/a	TBD	Report Card – Services
	<ul style="list-style-type: none"> • Number of clients move into emergency housing 	n/a	TBD	Report Card – Services
	<ul style="list-style-type: none"> • Number of sexually exploited youth transitioning to long term safe and stable housing 	n/a	TBD	HHSF Outcomes Report

Strategy 2, Activity 5.A Forensic Assertive Community Treatment Program

Objective: End homelessness for vulnerable disabled homeless individuals involved in the criminal justice system by providing high intensity wraparound services that improve their ability to secure and maintain permanent housing, and reduces criminal justice system involvement.

Agencies Funded: MHCADSD – Forensic Assertive Community Treatment (FACT); Sound Mental Health

Service Description: Provide supportive housing options and intensive services to homeless individuals with severe and persistent mental illness or have co-occurring substance abuse disorders as they reenter the community.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: End or prevent homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.33: Wrap around services – coordinated care planning.

Services Start Date: January 2008

Allocations (2014): Veterans Levy \$63,000 Humans Services Levy \$142,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Engagement/ Assessment	• Clients engaged in services but not in housing	42	5	Report Card – Services
	• Total clients served	201	50-53	Report Card - Services
Stabilization/ Crisis Resolution	• Clients moved into or are maintained in supportive housing	142 (71%)	45	Report Card – Services

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Treatment/ Intervention	• Number of clients who transition from supported housing to more independent housing	No Data	3	Report Card – Services
	• Number of clients who exited into homelessness or institutions	3	0	Report Card – Services
	• Number of clients who graduate the program	No Data	3	Report Card - Services

Strategy 2, Activity 5.B Forensic Intensive Supportive Housing Program

Objective: End homelessness for vulnerable disabled homeless individuals involved in the criminal justice system by provide high intensity wraparound services that improve their ability to secure and maintain permanent housing, and reduce criminal justice system involvement.

Agencies Funded: Sound Mental Health; MHCADSD–Forensic Intensive Supportive Housing (FISH)

Service Description: Provide permanent, supportive housing options and intensive wraparound, time unlimited services to support the housing stability of homeless offenders who are mentally ill or have co-occurring disorders and cannot participate in Mental Health court due to lack of competency and/or who are eligible veterans.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: End or prevent homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.33: Wrap around services – coordinated care planning.

Services Start Date: April 2009

Allocations (2014): Veterans Levy \$210,000 Humans Services Levy \$480,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2014	2014 Target(s)	Data Source
Engagement/ Assessment	• Clients engaged in services but not in housing	30	0	Report Card – Services
	• Total clients served	69	60	Report Card - Services
Stabilization/ Crisis Resolution	• Clients moved into or are maintained in supportive housing	51 (74%)	60	Report Card – Services

Objectives	Service Outputs/ Measures	Most Recent Performance 2014	2014 Target(s)	Data Source
Treatment/ Intervention	• Number of clients who transition from supported housing to more independent housing	1	3	Report Card – Services
	• Number of clients who exited into homelessness or institutions	5	0	Report Card – Services
	• Number of clients who graduate the program	4	3	Report Card - Services

Strategy 2, Activity 6.A Community Employment Services

Objective: Improve the housing stability of at-risk and formerly homeless individuals by overcoming health and related barriers to securing and retaining employment.

Agencies Funded: Neighborhood House, TRAC Associates, YWCA.

Service Description: Expand existing education, employment, and vocational training programs for the homeless or formerly homeless; expand child care services that enable parents to work; and provide dental care vouchers for those whose oral health poses a barrier to finding or maintaining employment.

Changes Since Last Year: Homeless employment funding was combined and a new RFP process selected three agencies (formerly nine agencies) to conduct more streamlined services in better alignment with best practices. New 18 month contracts were started in mid-2013 and will conclude at the end of 2014.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective EGBE1b: Support workforce development programs for youth and adults. Product Catalog 3.5.3: Employment services for households experiencing homelessness.

Services Start Date: August 2008

Allocations (2014): Veterans Levy \$120,000 Humans Services Levy \$550,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Performance Non-Vets

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> • Outreach/ recruitment • Clients assessed, enrolled IAP 	947	N/A 72/84/65	Report Card – Services
Treatment/ Intervention	<ul style="list-style-type: none"> • Job readiness • Vocational training completion 	61% (ranged from 34% to 97%)	72/84/65 35/49/33	Report Card – Services

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
	<ul style="list-style-type: none"> • Job placement • Job retention at 90 days 		47/55/42 27/44/25	
	<ul style="list-style-type: none"> • Clients achieving self-sufficiency 	Prior measure: increase in self-sufficiency	27/27/25	Report Card - Outcomes

Performance Vets

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> • Outreach/ recruitment • Clients assessed, enrolled IAP 	947	N?A 40/40	Report Card – Services
Treatment/ Intervention	<ul style="list-style-type: none"> • Job readiness completion • Vocational training completion • Job placement • Job retention at 90 days 	61% (ranged from 34% to 97%)	40/40 19/19 26/26 15/15	Report Card – Services
	<ul style="list-style-type: none"> • Clients achieving self-sufficiency 	Prior measure: increase in self-sufficiency	15/15	Report Card - Outcomes

Strategy 2, Activity 6.B Career Connections

Objective: Improve the housing stability of at-risk and formerly homeless individuals by overcoming health and related barriers to securing and retaining employment.

Agencies Funded: King County DCHS – Employment and Education Resources, Career Connections

Service Description: Support to the Career Connections Program which provides employment and training assistance to homeless households in coordination with time-limited housing assistance and rapid re-housing programs.

Changes Since Last Year: Indicators and outcomes revised to align with community employment contracts for similar services (funded under 2.6.A).

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective EGBE1b: Support workforce development programs for youth and adults. Product Catalog 3.5.3: Employment services for households experiencing homelessness.

Services Start Date: March 2010

Allocations (2014): Veterans Levy \$120,000 Humans Services Levy \$300,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Treatment/ Intervention	• Outreach/recruitment	N/A – new	180	Report Card – Services (all)
	• Clients assessed/ engaged/enrolled/ individual action plans	122	150	
	• Vocational training completion	38	77	
	• Job readiness completion	N/A - new	150	

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
	<ul style="list-style-type: none"> • Job placement • Job retention at 90 days • Household wage income increased 	29 79% 85	85 60 85	
	<ul style="list-style-type: none"> • Clients achieving self-sufficiency 	Prior measure: increase in self- sufficiency	44	Report Card - Outcomes

Strategy 2, Activity 6.C Aerospace and Veterans Employment Training

Objective: Improve veterans' transition from a military career to a civilian career by helping them prepare for and secure employment.

Agencies funded: King County's Employment and Education Resources Program

Service Description: This initiative integrates services for education and employment in aerospace related careers at WorkSource Renton and WorkSource Downtown Affiliate. Aerospace Career Counselors will provide professional career planning services that help each customer examine their interests, aptitudes, experiences, transferable skills and educational background to develop a career pathway to self-sufficiency. Case managers assist in preparing aid packages tailored to each individual that includes veterans' benefits and other resources as needed. Business partners in the industry provide assistance in preparing resumes and practicing interviews.

Changes Since Last Year: This is a new program.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. KCSP Objective EGBE 1.b: Support workforce development programs for adults and youth. Product Catalog 3.5: Employment, education, job placement, and referral to job training services

Services start date: 2014

Allocations (2014): Veterans Levy \$627,522 Human Services Levy \$134174

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Engagement/ Assessment	• Clients served	No data	122	Report Card – Service

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Treatment/ Intervention	• Clients entering an educational program	No data	50	Report Card – Service
	• Clients receiving credential of education programs	No data	43	Report Card – Outcome
	• Clients obtaining jobs	No data	100	Report Card – Services
	• Clients retaining jobs of those who obtained a job	No data	75	Report Card – Outcome
	• Average wage at placement	No data	\$16.00/hour	Annual Narrative Report

Strategy 2, Activity 6.D

King County Internship Program for Veterans (HERO)

Objective: Improve veterans' transition from a military career to a civilian career by helping them prepare for and secure employment.

Agencies funded: King County's Employment and Education Resources Program

Service Description: Levy funds will be used to implement a veterans' internship program in King County. Potential veteran interns will be identified at WorkSource Renton and at other King County agencies. Paid internship opportunities that offer meaningful learning and skill development will be identified and developed. Veterans will be matched with assignments that align with the veterans' skills and career interests. This program will also provide orientation and training for supervisors and mentors.

Changes Since Last Year: This is a new program.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. KCSP Objective EGBE 1.b: Support workforce development programs for adults and youth. Product Catalog 3.5: Employment, education, job placement, and referral to job training services

Services start date: 2014

Allocations (2014): Veterans Levy \$66,667 Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of clients assessed	No data	35	Report Card – Service
Treatment/ Intervention	• Number of clients entering internship program	No data	20	Report Card – Service
	• Number of clients completing internship	No data	18	Report Card – Service
	• Number of graduates obtaining jobs	No data	16	Report Card – Outcome

Strategy 2, Activity 7 Youth and Young Adult Private Fund Match

Objective To support the development of regional strategies to prevent and end youth and young adult homelessness.

Agencies funded: King County's Housing and Community Development (HCD) Program

Service Description: Levy funds will be used to support the development of regional strategies to prevent and end youth and young adult homelessness. Specifically, the HCD will administer the Levy Youth/Young Adult Homelessness Plan Private Fund Match funds in support of staffing the regional Homeless YYA Initiative, a regional effort to prevent and end youth and young adult homelessness. In addition, HCD will compile the Comprehensive Plan to End YYA Homelessness in King County by 2020 (Comprehensive YYA Plan) with broad stakeholder input and support.

Changes Since Last Year: This is a new program.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan area / Product Catalog: KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 3.14.5: System improvement - training for service providers and general public to improve functioning and coordination of service systems.

Services start date: 2014

Allocations (2014): Veterans Levy \$0 Human Services Levy \$144,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Services: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
System Improvements/Capacity Building	<ul style="list-style-type: none"> • Convene monthly meetings with stakeholders on the plan to end YYA homelessness in King County • Conduct 4 provider trainings to expand service capacity to meet the needs of underserved homeless youth populations (LGBT, Youth of Color, Fair Housing etc.) • Conduct RFP to contract King County funds to expand YYA service capacity 	Not applicable		Report Card – Services
		9	12	Report Card – Services
		Not applicable	4	Report Card – Services
		Not applicable	RFP conducted, Contracts in place	Annual Progress and Evaluation Report

Strategy 3, Activity 1.A Behavioral Health Integration

Objective: Increase the mental health of the most vulnerable by facilitating access to needed mental health services through the integration of mental health care assessment and services at primary care providers.

Agencies funded: Funds are subcontracted through Public Health-Seattle and King County to the King County Safety Net Consortium, which is coordinated by Community Health Plan. Consortium members include Country Doctor, HealthPoint, International Community Health, Harborview Medical Center, NeighborCare Health, Sea Mar Community Health Centers, and Public Health. Seven consortium members manage 26 clinic sites.

Service Description: The integrated treatment model uses protocols to identify and improve common mental disorders. Patients in need of treatment for chemical dependency are referred for treatment. Patients with severe or complex mental health needs are referred to licensed mental health community centers for more intensive services. Collaborative, graduated care is coupled with a robust, online patient tracking system to coordinate care between primary care and mental health/chemical dependency providers. Improved communications ensure better clinical outcomes and conserve program resources.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.3: Mental health treatment services.

Services Start Date: June 2008

Allocations (2014): Human Services Levy \$625,000 Veterans Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 6 months 2013	2014 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> Number of persons screened 	1,775	3,500	Report Card – Services

Objectives	Service Outputs/ Measures	Most Recent Performance 6 months 2013	2014 Target(s)	Data Source
Treatment/ Intervention	• Total Number of all clients receiving treatment	1,801	3,000	Report Card – Services
	• Proportion of clients who have reduced depression or anxiety scale scores	46%	40%	Report Card - Outcomes

Strategy 3, Activity 1.B

Behavioral Health Integration for Veterans

Objective: Increase the mental health of veterans by facilitating access to needed mental health services through the integration of mental health care assessment and services at primary care providers.

Agencies funded: Funds are subcontracted through Public Health Seattle-King County to HealthPoint, Valley Cities Counseling and Consultation, (mobile outreach and Compass Veterans Center), Neighborcare Health, and the Seattle Indian Health Board.

Service Description: The community clinics piloted and expanded integrated mental health services for veterans. These services enhance mental health staff resources, allowing health centers to build specialized expertise in addressing the needs of military personnel and their families. Levy funds also support a Valley Cities Counseling and Consultation mental health clinician with expertise in war trauma to provide consultation to primary care providers on appropriate screening and treatment. Valley Cities Counseling and Consultation staff also provide screening, mobile outreach and case management to veterans in numerous King County communities.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.30: Mental health treatment services.

Services Start Date: June 2008

Allocations (2014): Human Services Levy \$0 Veterans Levy \$600,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 6 months 2013	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of clients contacted through outreach	103	175	Report Card – Services
	• Number of Veterans or their dependents screened for PTSD or other MH issues	472	450	Report Card – Services
Treatment/ Intervention	• Number of Veterans or their dependents enrolled	576	600	Report Card – Services
	• Proportion of clients who are have reduced depression and anxiety scale	42%	40%	Report Card - Outcomes

Strategy 3, Activity 2 Veterans and Trauma Competency Training

Objective: Improve access to appropriate and effective treatment and support for those affected by Post Traumatic Stress Disorder (PTSD) by training mainstream service providers on veterans' culture, trauma awareness and sensitivity and understanding traumatic brain injury (TBI).

Agencies funded: Washington Department of Veterans Administration, MHCADSD

Service Description: WDVA will conduct community and professional trainings in trauma-informed care, military and veteran culture, and PTSD and TBI treatment. The groups to be trained include; first responders, law enforcement, mental health and chemical dependency providers, municipal attorneys, educators, and family members. A portion of total persons trained will include attendees at an annual veterans trauma care conference implemented in conjunction with WSU and offering continuing education credits. In addition, WDVA will develop an employers' training curriculum to train employers who hire veterans and or currently have veterans working in their organizations. The curriculum will provide instruction on how to create an accommodating environment that encourages veterans to stay with the organizations and the employers to support veterans as they adjust to the work environment.

Changes Since Last Year: Short-term activity to conduct training for providers in Moral Recognition Therapy (MRT) not continuing in 2014. Training in Military Sexual Trauma is now a separate activity. Also, added \$20,000 one-time funding to develop an employers' training curriculum on veterans culture.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4.b: Support partnerships to deliver integrated and effective services to people in need. Product Catalog 3.14.5: System improvement - training for treatment providers across systems.

Services Start Date: June 2009

Allocations (2014): Human Services Levy \$50,000 Veterans Levy \$200,000 additional Veterans Levy \$20,000.

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
System Improvements/Capacity Building	<ul style="list-style-type: none"> • Number of professionals trained • Number of mainstream providers trained • Number of training sessions • Completion of one-day retreat for VHS Levy providers • Number and percent of professionals integrating treatment/service strategies 	899 1,090 84 1 740 (82% of those trained)	752 748 64 1 1,275 85%	Report Card – Services Report Card – Services Report Card – Services Report Card – Services Report Card - Outcomes
<i>(For Employers Training Curriculum)</i>	<ul style="list-style-type: none"> • Deliver procedure and timeline for establishing a workgroup • Deliver names and affiliations of workgroup members and schedule of meetings • Deliver the final, approved curriculum with instructions, references, and results of field testing 	NA NA NA	Done by June, 2014 Done by June, 2014 Done by Dec., 2014	Quarterly Narrative Reports Quarterly Narrative Reports Quarterly Narrative Reports

Strategy 3, Activity 3

Health Care Reform System Design and Implementation

Objective: Increase health care efficiencies and effectiveness through improved data sharing among health related agencies, increased service integration of behavioral health and primary health providers, and investigation of state and federal health care changes that may warrant further program modifications.

Agencies funded: Public Health Seattle-King County and Department of Community and Human Services Director's Office

Service Description: Levy resources will provide capacity to further the integration of behavioral health and primary health and maximize opportunities for efficiencies, for both government and community agencies. This activity will also support the identification and review of other levy activities that may need to be modified in response to health care system changes driven by state and federal governments.

Changes since last Year: The national Affordable Care Act is now in effect, the project is adapting strategies to respond to changes in the ACA. The Health and Human Service Transformation Plan was accepted by County Council in 2013. The project is now shifting to implementation of the transformation plan.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4.b: Support partnerships to deliver integrated and effective services to people in need.

Services Start Date: 2014

Allocations (2014): Human Services Levy \$245,000 Veterans Levy \$25,000

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2014 Reporting Requirements

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
System Improvements/Capacity Building	• Develop care management model for high risk populations	Not applicable	Draft plan created	
	• Enroll uninsured population into health coverage programs	Not applicable	Dashboard to track enrollment levels developed	
	• Convene quarterly meetings Health and Human Services Transformation Plan advisors	Not applicable	4	
	• Develop system for monitoring capacity of medical and behavioral health systems	Not applicable	Protocols and data analysis created	

Strategy 3, Activity 4 Depression Intervention for Seniors

Objective: Improve the mental health status and independent housing stability of vulnerable elderly veterans, their partners, and other elderly persons by teaching depression management techniques to older persons experiencing minor depression.

Agencies funded: City of Seattle Aging and Disability Services subcontracting with Catholic Community Services' African American Elders Program and the international Drop-in center.

Service Description: The Program to Encourage Active, Rewarding Lives for Seniors (PEARLS) is a counseling program that teaches depression-management techniques to older adults who experience minor depression. The program provides older adults who are experiencing symptoms of minor depression with eight in-home sessions of a multimodal treatment that includes problem solving, pleasant events scheduling, psychiatric oversight, supervision, and medication management. Once completed, clients receive up to three months of follow-up phone calls. By the completion of the program, a significant number of clients are able to more easily identify solutions to problems. Not all of the older adults served by this strategy will end up enrolled in the PEARLS program; some will be referred to other programs or services in the community.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.30.2: Mental health assessment, referral and services for seniors

Services Start Date: June 2008

Allocations (2014): Human Services Levy \$178,000 Veterans Levy \$178,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of unduplicated older adults enrolled	40	40	Report Card – Services
	• Number of unduplicated older veteran and older spouses of veterans enrolled	42	60	Report Card – Services
	• Number of older non-veterans recruited	No Data	75	Report Card – Services
	• Number of older veterans and older spouses of veterans recruited	No Data	112	Report Card – Services
Treatment/ Intervention	• Number of older non-veterans completing program	33	30	Report Card – Services
	• Number of older veterans and older spouses of veterans completing program.	16	45	Report Card – Services
	• Number of older non-veterans referred to other services	No Data	32	Report Card – Services
	• Number of older veterans and older spouses of veterans referred to other services	No Data	48	Report Card – Services
	• The percentage of older veterans, older spouses of veterans, and non-veteran older adults who show improvement in their level of minor depression	100% (50 of 50 measured on outcome)	95%	Report Card – Outcomes

Strategy 3, Activity 5 Facilitation of Ongoing Partnerships

Objective: Reduce behavioral health service fragmentation through braided resources and integrated services.

Agencies funded:

Service Description: Effective collaboration and partnerships are the cornerstones of any initiative to reduce fragmentation, braid resources, and integrate services such as the levy. During the first levy, these funds were used to keep residents, community stakeholders, and local governments informed of the levy's progress and to support the integration of veterans' services and mainstream services. Levy funds will continue to support such outreach and will seek to increase the visibility of the levy through local media sources. Funds may also be used to research best practices or evidence based programs that may enhance the effectiveness of the levy and support their implementation.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4.b: Support partnerships to deliver integrated and effective services to people in need. Product Catalog 3.14: System improvement

Services Start Date: June 2009

Allocations (2014): Human Services Levy Veterans Levy

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2014 Reporting Requirements

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
System Improvements/Capacity Building	Measures pending contractor selection			

Strategy 3, Activity 6 Client Care Coordination

Objective: Reduce the high utilization of inappropriate and expensive services by implementation and maintenance of an integrated data system as part of a coordinated effort to identify, engage, house, and care for the most vulnerable and highest utilizers of public systems

Agencies funded: Mental Health, Chemical Abuse and Dependency Services Division (MHCADSD)

Service Description: The High Utilizer Integrated Database Project extracts client-level data from expensive county services that serve chronically homeless individuals and thereby identify high-level users of these services. King County outreach and engagement programs for high utilizers and/or chronically homeless individuals are being reorganized into a new Client Care Coordination model that links referrals into permanent housing placements. The integrated database of high utilizers/chronically homeless is a tool that will help the Client Care Coordination team capture data on utilization, screens potential clients for high utilization, then refers top candidates into available permanent supported housing for King County and Seattle permanent supportive housing projects.

Levy funds will support the ongoing implementation and maintenance of this database as part of a coordinated effort to identify, engage, house, and care for the most vulnerable and highest utilizers of public systems. This activity will also support a Privacy Officer to coordinate data sharing agreements between the County and other entities.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Reduce unnecessary criminal justice and emergency medical system involvement

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4.a: Facilitate access to programs that prevent or reduce involvement in the criminal justice, crisis mental health and emergency medical systems. Product Catalog 1.12.2: Outreach, Assessment and Engagement for homeless households or persons at-risk of homelessness

Services Start Date: June 2008

Allocations (2014): Human Services Levy \$100,000 Veterans Levy \$40,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of persons assessed for system utilization and represented in the data base	31,271	15,000	Report Card - Services
	• Number of persons in the data base meeting system utilization/ vulnerability requirements	1,305	1,000	Report Card – Services
	• Number of potential housing referrals screened for possible tenancy	456	500	Report Card – Services
	• Number and percentage of clients with system utilization /vulnerability meeting criteria and referred for possible tenancy	227	225	Report Card – Services
	• Percentage of clients who moved into permanent supportive housing with a high system utilization or high vulnerability score.	49% (111 of 227)	90%	Report Card – Outcomes
	• Annual reduction in utilization by successfully housed HU referred clients	No Data	No Target	Annual Narrative Report

Strategy 4, Activity 1.A Nurse Family Partnership

Objective: Improve long-term family health and economic prospects for first-time, low income young mothers by providing health care and education that improves parenting skills, life and career choices and provides opportunity for long term self-sufficiency.

Agencies funded: Public Health - Seattle & King County

Services Description: The Nurse Family Partnership is a national evidence-based home visitation program that focuses on improving the lives of first-time mothers and their children. The NFP services target young women age 23 or younger, at or below 185 percent of the federal poverty level and having their first babies. Priority is given to clients under 20 as evidence based research has shown they are likely to most benefit from the NFP services. Clients are enrolled during pregnancy to allow time for the public health nurse and client to establish a relationship before the baby is born. Clients receive a home visit about every two weeks from the time they enroll until their first child's second birthday, with visits that are more frequent right after enrollment and after the baby is born.

Visits and services are customized to each client's needs, although all clients use a common curriculum called Partners in Parenting Education (PIPE). Visit content is determined by phase (pregnancy, infancy, and toddler) and by the client's goals and needs

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth. Product Catalog 1.14: Prevention/Intervention for family, youth and child development

Services Start Date: June 2008

Allocations (2014): Human Services Levy \$470,000 Veterans Levy

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Treatment/ Intervention	• Unduplicated clients served	229	133	Report Card – Services
	• Number of persons achieving a successful birth outcomes	90%	90%	Report Card - Outcomes

Strategy 4, Activity 1. B Healthy Start

Objective: Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life.

Agencies funded: The program funds five agencies through sub-contracts through Public Health - Seattle & King County: Friends of Youth (lead agency), Center for Human Services, Northshore Youth and Family Services, Renton Area Youth and Family Services, and Youth Eastside Services.

Service Description: The Healthy Start Program is a community collaboration of five non-profit human service agencies that has been providing intensive home visiting services for 16 years. In 2009, Healthy Start expanded with levy funds to serve a total of 335 families throughout the county. The target population is young, at risk, first-time mothers, fathers, and their infants. The majority of participants are very low income.

Healthy Start provides two delivery models: (1) visits conducted by professional Family Support Specialists (FFS) for high-risk families (90 percent of families); and (2) visits by volunteer Parent Mentors who are paired with a family that is lower risk (10 percent of families).

Healthy Start utilizes the evidence-based Parents as Teachers (PAT) Born to Learn™ Prenatal to Age Three program model. The PAT model was assessed by the Washington State Institute of Public Policy as having statistically significant benefits to society relative to its costs.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth. Product Catalog 1.14: Prevention/Intervention for family, youth and child development

Services Start Date: June 2008

Allocations (2014): Human Services Levy \$270,000 **Veterans Levy** \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 6 months 2013	2014 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> Number of persons assessed 	315	300	Report Card – Services
Treatment/ Intervention	<ul style="list-style-type: none"> Unduplicated clients receiving home visits 	147	300	Report Card – Services
	<ul style="list-style-type: none"> Number of clients linked with medical care 	180	300	Report Card – Services
	<ul style="list-style-type: none"> Number of parents participating in the program, who are identified with parental stress, will have interventions offered 	100% (205 of 205 parents with parental stress)	100%	Report Card – Services
	<ul style="list-style-type: none"> Parents participating in the program will increase positive parenting skills to prevent child abuse and neglect 	71% (305 of 372 receiving home visits)	90%	Report Card – Services
	<ul style="list-style-type: none"> Families participating in the program will not be involved in incidences of domestic violence or child abuse and neglect in the home. 	80% (340 of 297 receiving home visits)	95%	Report Card – Services
	<ul style="list-style-type: none"> Number of clients who delay the birth of their second child 	92% (66 out of 72 tracked on outcome)	95%	Report Card – Outcomes

Strategy 4, Activity 2 Maternal Depression Reduction

Objective: Increase the mental health of low-income mothers by providing integrated mental health screening and treatment to address maternal depression.

Agencies funded: Through subcontracts with Public Health - Seattle & King County, thirteen pilot clinic sites managed by 6 agencies were participating. They include Country Doctor Community Health Centers, HealthPoint, International Community Health Services, Public Health, Neighborcare Health, and SeaMar Community Health Centers.

Service Description: Clinics participating in the pilot program are using a collaborative, stepped care model to deliver services to identify and treat depression and other common mental health disorders. This evidence-based integrated practice model guides nursing, primary care, and mental health providers to collaborate successfully to diagnose and treat depression in primary care clinics. The primary care team uses a coordinated set of guidelines and evidence-based treatment protocols that are designed to identify and improve common mental disorders such as depression. In addition, a consulting psychiatrist is available to consult with primary care staff.

Collaborative, stepped care is coupled with a robust, online patient tracking system to coordinate care between primary care and mental health/chemical dependency providers. Improved communications between treating providers ensure better clinical outcomes and conserve program resources.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth. Product Catalog 1.14: Prevention/Intervention for family, youth and child development

Services Start Date: June 2008

Allocations (2014): Human Services Levy \$625,000 Veterans Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 6 months 2013	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of persons screened	1,402	2,800	Report Card – Services
	• Number of persons screened positive for depression	123	400	Report Card – Services
Treatment/ Intervention	• Total number of all clients receiving treatments	327	750	Report Card – Services
	• Proportion of clients who achieving Improved depression cores	71%	40%	Report Card - Outcomes

Strategy 4, Activity 3 A

Parent Education and Support – Promoting First Relationships

Objective: Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life.

Agencies funded: The Promoting First Relationships (PFR) is implemented through sub-contracts with Public Health-Seattle & King County and the University of Washington, which has trained 39 individual providers from nineteen unique non-profit agencies to date. Agencies include Atlantic Street Center, Child Care Resources, Valley Cities Counseling & Consultation, King County Health Care for the Homeless, King County Public Health Childcare Consultants, Puget Sound Educational Services District (PSESD), Young Men's Christian Association, Navos, Wellspring, South King County Early Intervention Program (SKIP), Encompass, Abused Deaf Women's Advocacy Services (ADWAS), Children's Home Society, Center for Human Services, Muckleshoot, Catholic Community Services, Neighborhood House, and Wonderland Development Center-

Service Description: The PFR program is a University of Washington research-based model. Starting in 2008 until 2011, the model was a train the trainer model. In 2012, the model changed to a train the learner approach.

The three contracted outcomes for the University of Washington – PFR contract include:

- Increased school readiness
- Increased children's healthy social-emotional development
- Increased responsive, nurturing caregiver relationships.

The content of the PFR curriculum directly addresses the three contractual outcomes. However, the trainee's ability to provide the curriculum with fidelity is key to helping families achieve these outcomes. If a trainee successfully masters the curriculum, research has shown that the families they serve will experience the outcomes listed above.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth. Product Catalog 3.14.5: System improvement - training for treatment providers across systems.

Services Start Date: January 2008

Allocations (2014): Human Services Levy \$207,000 Veterans Levy \$0

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Treatment/ Intervention	• Number of families receiving full curriculum of 10 visits	Not applicable	12	Report Card – Services
	• Number of agency learners delivering PFR intervention	Not applicable	12	Report Card – Services
	• Improved skills and knowledge that promotes health and nurturing caregiver child relationships	100% (16 of 16 community members trained)	100%	Report Card - Services
System Improvements/ Capacity Building	• Increased skills to agency learners to deliver PFR intervention	Not applicable	100%	Report Card - Outcomes

Strategy 4, Activity 3 B

Parent Education and Support – Family and Friends Network

Objective: Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life.

Agencies funded: The FFN is implemented through sub-contracts with Public Health – Seattle & King County through Child Care Resources.

Service Description: The FFN is a comprehensive, community-based network of supports and resources for family, friend, and neighbor caregivers and the children in their care. Family, friends, and neighbors provide care for an estimated 60,000 children in King County. For 28,000 of those children, they are the primary source of care when parents are working or attending school.

Play and Learn groups have become a major support for caregivers who are part of FFN. Play and Learn groups teach caregivers and parents important information about early childhood development and education. Groups are structured to allow both parent/caregiver and child to learn through play. Play and Learn groups are led by a trained facilitator but strive to provide an informal, warm setting.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth.

Services Start Date: January 2009

Allocations (2014): Human Services Levy \$53,000 Veterans Levy \$0

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
System Improvements/Capacity Building	• Number of group facilitators educated in play and learn	22	32	Report Card – Services
	• New levy funded Play and Learn Groups	11	5	Report Card – Services
	• Number of play and groups	389	600	Report Card – Services
	• % of parents who were confident of improved school readiness for their children	No Data	80%	Report Card – Services
	• % of parents confident of improved child healthy social development	No Data	60%	Report Card - Services
	• % of parents confident of promoting healthy and nurturing parent-child relationships	77%	70%	Report Card - Outcomes

Strategy 4, Activity 4 Passage Point

Objective: Reduce criminal justice system involvement and improve long term economic prospects for parents exiting the criminal justice system, help them re-unite with their families, and prevent them from re-offending by providing education, support services and long term employment opportunities.

Agencies funded: YWCA of Seattle, King and Snohomish Counties, The Passage Point facility in Maple Valley.

Services Description: This program identifies single parents with recent criminal justice involvement who have potential and interest in reuniting with their children. Services are flexible and customized to meet the specific needs of adult and child household members. This activity funds permanent housing placement supports, such as assistance in identifying permanent housing, as well as case management support for up to one year as needed for households to maintain their stability in housing. Levy funds do not cover services to children, so agencies are required to provide needed children's services with other funding sources.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Reduce unnecessary criminal justice and emergency medical system involvement

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4.a: Facilitate access to programs that prevent or reduce involvement in the criminal justice, crisis mental health and emergency medical systems. Product Catalog 1.12.2: Outreach, Assessment and Engagement for homeless households or persons at-risk of homelessness

Services Start Date: January 2009

Allocations (2014): Human Services Levy \$415,000 Veterans Levy \$0

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Intervention/Treatment	• Parents served	No Data	60	Report Card – Services
	• Case management hours	3,537	5,168	Report Card – Services
	• Families do not re- enter the CJ system	No Data	100%	Report Card – Outcomes
	• Families reunify and move into permanent housing or transitional housing	No Data	70%	Report Card – Outcomes

Strategy 4, Activity 5 A

2-1-1 Community Information Line

Objective: Maintain the 211 Community Information Line as a vital piece of the human services infrastructure, and as a gateway to many levy funded services.

Agencies funded: Crisis Clinic.

Service Description: Information and referral services for all King County residents. King County 2-1-1 is an easy-to-remember, universally recognizable number that makes it possible for people in need to navigate the complex maze of human services. The King County 2-1-1 Community Information Line provides comprehensive information and referrals to community services including such things as the following:

<ul style="list-style-type: none"> • Shelter and Low Income Housing • Utility Assistance • Financial Assistance • Food and Clothing/ Baby Supplies • Health and Dental Services • Support groups • Mental Health and Counseling Service • Youth or Senior Services 	<ul style="list-style-type: none"> • Child Care • Legal and Consumer Advice and Assistance • Special Assistance for Caregivers • Disability Services • Transportation Assistance • Employment and Training • Volunteering • Government Programs
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The umbrella organization, Crisis Clinic, also operates the Teen Link helpline and 24-Hour Crisis Line. In addition, 2-1-1 is an important entry point for screening people for housing and rental assistance, civil legal assistance. Paid Information Specialists assess the individual's needs, coaching them to make sure they can be effective in requesting services when they call the agencies they are referred to. Information on services available in King County can also be searched online at www.WIN211.org. The King County 2-1-1 phone line operates 8 am to 6 pm Monday through Friday. The Crisis Clinic's line which can be reached at 866-4CRISIS (866-427-4747) operates 24 hours a day, **seven** (?) days a week.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations;

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.12: Outreach, assessment and engagement

Services Start Date: January 2013

Allocations (2014): Human Services Levy \$50,000 **Veterans Levy** \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of calls	105,137	3,000	Report Card – Services
	• Percent that receive new referral information	97% (average across 4 quarters)	90%	Report Card – Services
	• Percent that contact or intend to contact agencies referred to	98% (average across 4 quarters)	90%	Report Card – Services
	• Percent contacted who report being satisfied with information and services provided	98% (1,371 of 1,392 contacted for follow-up)	90%	Report Card – Outcomes

Strategy 4, Activity 5.B Cultural Navigator

Objective: Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life by providing cultural navigators and access to services for minority and immigrant populations.

Agencies funded: The program is funded through a sub-contract through Public Health - Seattle & King County with Chinese Information Services.

Service Description: The Cultural Navigator Program helps limited- and non-English speaking individuals and families to access appropriate services and navigate through those service systems. There are three different service locations for the project: the Crossroads Mini City Hall in Bellevue, Family Resource Center in Redmond, and the Great Wall Mall in Kent. Services are provided by bilingual/bicultural staff in Chinese (Mandarin and Cantonese), Spanish, Vietnamese, Russian, and Punjabi. Services are provided individually, in small groups, and workshop format.

Activities include referral and information, completing applications and forms, family support services, reference materials, limited interpretation and follow-up.

Changes Since Last Year: No significant changes since last year.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth. Product Catalog 1.13.1: Outreach, assessment and engagement for refugees and immigrants.

Services Start Date: June 2008

Allocations (2014): Human Services Levy \$70,000 Veterans Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2014 Reporting Requirements

Demographics: July 31, 2014, Jan 31, 2015

Services: July 31, 2014, Jan 31, 2015

Outcomes: July 31, 2014, Jan 31, 2015

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance 2013	2014 Target(s)	Data Source
Engagement/ Assessment	• Number of clients receiving information and referral	1,488	1,000	Report Card – Services
	• Number of agencies receiving technical assistance	154	250	Report Card – Services

Evaluation (Formerly Strategy 5.1) Communities Count – Community Indicators Project

Objective: Increase health care and human services impact through information advocacy—providing accurate and timely reports on conditions that matter to King County residents;

Agencies funded: Public Health Seattle-King County

Service Description: Communities Count is an innovative public-private partnership (nine public and private partners) committed to improving community health and well-being through information advocacy: providing accurate and timely reports on conditions that matter to King County residents; monitoring community social, health and economic conditions, and providing public and private policy makers and stakeholders with timely and informative data and analysis.

Since 2000, Communities Count has produced, printed, and distributed four highly respected reports on a core set of social, economic, health, environmental, and cultural indicators that monitor the health and well-being of King County residents.

Changes Since Last Year: Communities Count has undertaken a strategic planning process to provide greater focus and improved impact and utility of the data indicators and analysis work they are doing in 2014 .

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4.b: Support partnerships to deliver integrated and effective services to people in need.

Services Start Date: 2000

Allocations (2014): VHS Levy \$25,000

PERFORMANCE MEASURES

Activities Included in Performance Reports: All CC activities

2014 Reporting Requirements

2014 Annual Project Evaluation and Program Managers Report: February 15, 2015

Objectives	Service Outputs/ Measures	Most Recent Performance	2014 Target(s)	Data Source
System Improvements/Capacity Building	• Re-evaluation of Communities Count topics and indicators	Not applicable	Report out created	Semi-annual narrative
	• Develop data spotlight on findings for veterans in King County	Not applicable	Data spotlight created	Data Spotlight
	• Conduct outreach to 10 stakeholder to identify community data needs	Not applicable	10	Service Report
	• Provide a minimum of 12 information blogs	Not applicable	12	Service Report
	• Maintain and upgrade website functions and user functionality	Not applicable	N/A	Semi-annual narrative